Contact Support

If you are experiencing issues with your Dizzion environment (Frame or VMware Horizon) or simply have a question, it is easy to contact our support team. Customers may create support tickets through our Support Portal which helps to ensure that communications are accurate and reliable, as some issues may require extensive investigation by support personnel. Follow the steps below to create a support case.

1. Access Dizzion Support

Start by opening your preferred web browser and navigating to the Dizzion Support Portal. Click the **Sign In** button in the upper right corner of the page, where you'll be asked to authenticate. From there, enter your credentials.

Enter your C3 login credentials (email address and password), and then click the **Sign In** button to access your Frame Support account.

You should receive an email from ProvisioningCenter@dizzion.com as outlined in the support migration announcement. The email will look like this:

image.png

Simply click on the "Setup your C3 Profile" link button and go through the sign up process.

If you have not received this email, please contact your CSM or email us at frameonboarding@dizzion.com.

2. Navigate to the Service Request Creation Page

Once logged in, you will land on the Dizzion Support dashboard. Find and click on the **Submit a Request** button located in the top navigation menu.

3. Start Creating a Service Request

On the Service Request page, complete the form by selecting the product category:

`Frame`

or

`Horizon`

4. Fill in Service Request Details:

In the service request creation form, provide the necessary information:

- **Subject:** Write a concise and descriptive summary of the request.
- **Issue Type:** What type of issue do you need help with?
- **Priority:** What is the urgency of your request? Full descriptions of each priority level are listed below.
- **Cloud Provider:** What infrastructure are you running Frame on?
- **Description:** Elaborate on the request, providing any relevant details such as error messages, steps to reproduce the issue, and/or any additional context.

5. Add Attachments (if needed)

Be sure to add any relevant files or screenshots that could help clarify the request. From there, click on the **Attachments** button to upload them or drag and drop them in the designated area.

6. Submit the Ticket

After entering all required details, click the **Submit** button to create the service request.

7. Confirmation and Ticket Tracking

After you submit it, you will receive a confirmation message or email with the ticket details, including a unique ticket number. **Take note of the ticket number** for future reference.

You can track the progress of your request from the Dizzion support dashboard. The assigned engineer will be notified to begin addressing the request.

> View your Support Requests: Click the Requests button in the top navigation menu to view your support requests.

Definitions of Priority Level and Targeted Initial Response

Priority Level	Description	Target Initial Support Response

P1	**Emergency:** Dizzion Platform services for a Production Dizzion account are completely unreachable, affecting all end users of the applications/desktops hosted by that account and/or affecting all administrators of an account.	Within 1 hour
P2	**Critical:** Dizzion Platform services are available but experiencing issues that directly impact productivity. Some (but not all) end-users of an application on a Production account cannot reach the application or desktop, and/or some (but not all) administrators cannot reach the Dizzion Console. No workaround is available. Major inconvenience.	Within 4 hours
P3	**Normal:** Some end user sessions are experiencing degraded performance, and/or some administrator Dizzion Console features are not functioning as expected.	Next business day (NBD)
P4	**Low:** Questions about documentation, processes, or procedures. General requests about information. General questions on configuration, setup, application issues, and compatibility.	By the next 2 business days (N2BD)
RFE	**Requests for Enhancements:** Feature requests for the product that would improve the experience or functionality for the customer.	Within 2 weeks

If you would like more information about Frame's SLA response times, please refer to the official Frame Support Guide listed above.

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